NEW JERSEY ARMY NATIONAL GUARD
JOINT FORCE HEADQUARTERS
3650 SAYLORS POND ROAD
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INFORMATION TECHNOLOGY AVAILABLE TO THE NJARNG (G6)

1. Background. Recent Army, National Guard and NJARNG G6 initiatives have made several Information Technology resources available to full-time and Traditional Drilling Guard (TDG) members. These resources will empower our team and assist in accomplishing our mission to meet The Adjutant General's goals on his priorities of Pay Timeliness, OERs, NCOERs, 4100s, Grade Changes, MOSQ, ETS, NOVAL, and Property Accountability.

2. Service Locations. The G6, together with the G4 Combat Service Support Automation Management Office (CSSAMO), provides computer hardware and software support to NJARNG customers through the G6 Help Desk located on Fort Dix, and through two One Stop Computer Repair Shops (OSCRS). OSCRS A is co-located with Combined Support Maintenance Shop (CSMS) A in Bordentown and OSCRS B is co-located with CSMS B in West Orange.

3. Concept of Operations (Automation Support). The concept of automation support for NJARNG members is that all requests, hardware and/or software, will be submitted to the G6 Help Desk by one of the 4 methods identified in Paragraph 3 below. Tasks related to units and/or personnel not located in Building 3650 on Fort Dix and tasks related to Standard Army Management Information Systems (STAMIS), such as ULLS, PBUSE, SAMS-E, etc, will be assigned to the appropreate OSCRS (A or B) for service. The geographical area of responsibility for each OSCRS aligns with the host CSMS's, and the G4 has STAMIS representatives at each OSCRS. If STAMIS support requires a service visit to the armory, a member of the CSSAMO from the supporting OSCRS will be dispatched. Non-STAMIS support will be provided by G6 Support Technicians at the supporting OSCRS location. After receiving their Request Number from the G6 Help Desk, customers not located in Building 3650, Fort Dix, will contact their supporting OSCRS to schedule their equipment for service. For more information on OSCRS operations, refer to their SOP on the G6 Help Desk site on GKO using the link in Paragraph 6 below.

4. Request Management. Requests for automation support are tracked in the G6 request management application, Unicenter Service Desk. Each customer's request is entered into Service Desk and assigned a unique request number. Upon creation of each request, an email that includes the request number and a link to the request is sent to the customer. Each time a request is updated the customer is emailed to update the status of their request. The customer can view their request at any time by simply clicking on the link in the email.

5. Automation Support. G6 Help Desk duty hours are Monday through Friday from 08:00 – 16:00. JFHQ drill weekend hours are from 09:00 – 15:00 with service provided by members assigned to the G6 team. There are four ways to request automation support:

   a. Telephone, 609-562-0100. G6 Support Technicians are available at this number during duty hours. We receive many telephone requests for assistance so we have instituted a queue/hold area and the caller can wait for the next available technician, similar to private-sector telephone help desks. Callers should be aware that from time-to-time they may endure extended wait times to reach a help desk technician. Every effort will be made to remotely resolve reported issues and/or problems. When all remote options have been exhausted, the request will be transferred to the appropriate supporting element for hands-on troubleshooting and resolution.

   b. Email, HELPDESKNJ@NG.ARMY.MIL. Requests emailed here are entered into Service Desk. Customers then receive an email message including their request number and a link to it.

   c. Service Desk Web Site, http://ngnj-j6-webuc/CAisd/pdmweb.exe. From this site the user is able to type a description of their issue and attach any documents that may further explain the issue, such as screen captures of error messages. Upon submission of their information the user will automatically see their request number and a link to their request.

   d. Walk in. The G6 Help Desk is located in Room C105, Building 3650, Fort Dix, directly across from JFHQ-HHD Supply. Customers permanently assigned to and working in Building 3650 receive direct support from the G6 Help Desk. One Stop Computer Repair Shop A in Bordentown and One Stop Computer Repair Shop B in West Orange provide service for customers assigned to locations other than Building 3650, Fort Dix.

6. Customer Service Commitment. The G6 Help Desk staff will respond to all requests as quickly as possible. Customers who would like to provide feedback and/or address concerns regarding service should contact the IT Support Branch Chief, CPT Matt Bayless, at **matt.bayless@us.army.mil**. This address should not be used to report problems or request service, instead use the address from paragraph 3b above.

7. Guard Knowledge Online (GKO). GKO is a National Guard Bureau (NGB) provided resource that should be used to complement the capabilities of Army Knowledge Online (AKO). The New Jersey National Guard (NJNG) has established the New Jersey Guard Online (NJGO) portal which provides every unit in the NJNG the capability to easily establish and maintain a web presence, thereby improving communication capbilities within and between units.

   a. Unit Sites. Sites for each Major Subordinate Command (MSC) in the New Jersey Army National Guard (NJARNG) have been created and are ready for use. Subordinate units that do not already have a site and are prepared to move forward and enhance their unit's management and collaboration capabilities should contact the G6 Help Desk to get started.

   b. Training. Training and information on how to establish, maintain and enhance Sharepoint sites is freely available via several methods, including the main GKO website and the official Army E-Learning website, **https://usarmy.skillport.com**.

8. G6 Virtual Help Desk. We have established the G6 Virtual Help Desk site in the NJGO portal, **https://gkoportal.ngb.army.mil/sites/NJNG/J6/sptsvc/help/default.aspx**. Our intent is to provide a useful site that is easy to navigate and accessible from all locations. The site is updated frequently and currently includes information in the following areas:

   a. Help Desk contact information.

   b. Help Desk announcements and information.

   c. Files and downloads area that provides access to commonly used blank forms, completed samples, informational spreadsheets and downloadable software.

   d. Discussion areas and forums of varying content, including the solicitation of ideas and recommendations on how to better meet the needs of our customers.

   e. Links to useful web based resources.

9. Smart Card Reader Middleware. A smart card reader requires middleware to a Common Access Card's (CAC) data . The current Army middleware standard is ActivClient 6.x. This software and installation instructions are available for download in the Files & Downloads area of the G6 Virtual Help Desk site identified in paragraph 6 above.

10. The Army Small Computer Program (ASCP). The ASCP website provides a single location for procuring standard Information Technology resources, including hardware and software. An AKO account is required to register and gain access to the IT e-mart and Request For Quote (RFQ) areas. The address for the ASCP website is https://ascp.monmouth.army.mil. Information regarding two specific services available through the ASCP website has been provided below.

   a. The Microsoft Home Use Program (HUP).

      (1) This program was authorized by the memorandum from SAIS-AOI, LTG Boutelle, Army G6, SAB, dated 19 Jan 07. The Army Microsoft HUP allows Army personnel to acquire a licensed copy of Microsoft Office desktop applications for installation and use on a home computer. This includes Active Duty, Reserve, Guard and Civilians currently employed by the Army. Applications available are:

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 1. Microsoft Office 2003 and Office XP   **2.** Microsoft Office® 2004 for Macintosh systems
 3. Microsoft Office One Note™ 2003   **4.** Microsoft Office FrontPage® 2003
 5. Microsoft Office Project Standard 2003 **6.** Microsoft Office Visio® Professional 2003

(**2**) Army employees taking advantage of this offer incur small administrative\shipping costs referred to as a "fulfillment fee" on this website. Army personnel may use the software as desired. The employee can only obtain one version of the software. This software will provide

the same powerful software used on RCAS workstations. The synchronization provided by this software will empower our Soldiers to meet the TAG's goals cited in paragraph 1.

(**3**) Registration and ordering instructions for the Microsoft HUP through the ASCP.

(**a**) Go to the ASCP website and click the link to the Microsoft HUP. Use either your AKO username and password or your CAC credentials to Logon.

(**b**) Read the HUP End User License Agreement (EULA) before placing your order.

(**c**) Click the link to proceed to the registration site (https://hup.microsoft.com/).

- Select your ship to country and your preferred language for viewing the site.

- Enter your AKO email address (@us.army.mil) and insert the following program code *0AB01F772D*. **NOTE:** This program code is assigned to our organization for our sole use in accessing this site. You **MAY NOT** share this number with anyone outside the Army.

(**d**) Once your status has been verified, you will receive email confirmation.

(**e**) Follow the link contained in the email to access the ordering site.

(**f**) Place your order on-line and it will be shipped to the location you chose.
Reminder – the fulfillment fee is the responsibility of the employee.

  b. Directorates Requiring Procurement of Information Technology Equipment (ITE).

(**1**) DA Pam 25-1-1, Chapter 9-1b., states "The ASCP is the primary source for purchase of COTS [Common Off The Shelf] software, desktops, and notebook computers regardless of dollar value, and for all other IT purchases greater than $25K."

(**2**) Purchase requests for ITE above the standard baseline provided by the NJARNG G6 will be initiated and funded by sources other than G6. The customer will initiate a Request For Quote (RFQ) on the ASCP website and submit the completed purchase request package to the G6 for review prior to submission to the USP&FO Purchasing and Contracting team. Upon verification, the G6 will issue a compliance memorandum for inclusion in the customer's purchase request package. The USP&FO Purchasing and Contracting team requires the G6 compliance memorandum for all non-G6 funded ITE purchase requests prior to processing.

(**3**) Microsoft Office licenses are not included in this ITE purchase request, and only the G6 is authorized to purchase these licenses via the ASCP website. If the ITE is intended for NJARNG network use and requires Microsoft Office, requestors must transfer funds to the G6, who will then purchase required licenses under the Microsoft Office Enterprise License Agreement (ELA) and provide the customer a memorandum reflecting the license(s) purchased for the specified purpose.

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